

# Hospital Managers' Perception of Recent Health Care Reform in Teaching Hospitals of Qazvin, Iran

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## Abstract

**Background:** The main purpose of any government from a healthcare reform is to improve the service quality and raised public satisfaction.

**Objectives:** As the important role of managerial human resources in any organizational changes, this paper tried to examine the point of view of this group about the recent reform in governmental hospitals of Qazvin.

**Patients and Methods:** This cross-sectional study was conducted in January 2015. The statistical population consisted of 50 executive managers of Qazvin teaching hospitals. The data gathering instrument was a research-made questionnaire with approved reliability and validity ( $\alpha = 0.84$ ). Data analyse was performed in SPSS version 20 using descriptive and analytic statistics (analysis of variance (ANOVA), Pearson correlation test and one sample t-test).

**Results:** A total of 43.2% of managers believed that this reform was a good restrictor for malpractices in healthcare and 31.8% believed that it will not be so useful to improve the society health status. The average score of resource preparation, insurance companies coordination, changing the routine workflows, and finally achieving the goals, had a meaningful difference ( $P < 0.05$ ) and the average score of these fields were upper than average.

**Conclusions:** The findings showed that based on the managers' point of view, the reform plan was able to achieve its primary goals; however, it could not meet their exceptions in improving the society health status. Therefore, it is necessary to design some interventions for changing this perception.

**Keywords:** Healthcare Reform, Managers, Teaching Hospitals

## 1. Background

Health systems are responsible of improving people's health and protecting them from financial costs of diseases (1, 2). In each country, health requirements are changing because of an obligation from the health system to respond appropriately. The growth of medical costs due to the aging population, the high levels of chronic diseases, disability, the advancement of medical technology (3, 4), and diagnostic health systems have to accept the changes (5).

The growing cost of health is one of the most concerns of managers and decision makers in health systems (6-8). The development of the new technology, the cost of health, the high expectation of health systems, and the progress of chronic illnesses among people are the most reasons for the growing costs of health (9-11). The promotion of health system is an important strategy in decreasing the rate of death in a community (12).

Iran's health system like other health systems faces with

growing costs. Although the total index of the costs has increased 30 times in the past 20 years in our country, the health system index of the cost growth has got 71 times (13). One of the main aims of policy makers and programmers in the health field in every country is to assure financial security for people against illnesses that lead to back-breaking costs and poverty (14). Although in recent years the health system could reach a striking progress in peoples' health levels and raise the related indexes (15), it is yet one of the biggest concerns of policy makers to establish justice in health services (16).

Today, the importance of health as one of the biggest concerns has caused researchers to study the health care system orderly all over the world. The reform of health system has been the focus of attention of policy making in developed and developing countries since 1970 (14) and it has turned into a dominant international plan (17).